

White Paper for SEEDS Workshop 1  
Response to Cost Team question #1

1. One objective for the requirements / levels of service is to cover all significant areas of cost. Based on your experience, is there an area of cost or cost factor that is not addressed, or not addressed specifically enough, in the requirements / levels of service?

I noticed that there was no mention of any outreach, education, or training for the user community in User Services categories. Depending on the LOS provided in these areas the cost could have a large range. It should be fairly simple to define the different LOS. Three possible levels would be:

- 1) no outreach, education, or training provided
- 2) Booth support at x number of conferences per year including costs for booth rental, information sheet printing, handouts, and travel
- 3) Include # 2 above with extra booth space allocation for mini workshops and hands-on training experiences, allocate more staff and funding for creation and distribution of educational products, create and provide user training sessions and workshops at conferences, universities, and school, and create new methods of outreach to assist users in productive data use.

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